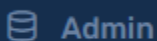# Polytoria Moderator Guidebook

Welcome to the Polytoria Moderator Guidebook. This guidebook will assist you in your moderation job of keeping Polytoria a safe and civil place for all ages. **The unauthorized sharing of this document will result in instant termination.**

I

Operating the Admin Panel

The Polytoria Admin Panel is home to the moderation tools you will need to use to approve assets, configure users, and more. You can find the admin panel on the sidebar of your screen on the Polytoria website labeled with the button "Admin".

🗄 Admin

You should see a screen like this once you click it. Along with a sidebar that will include all the functions you need to moderate.

This is a color-coded diagram of the sidebar with descriptions of each button's functions. We will go into more detail on the functionality later on.

It may seem like there are too many options to remember, but we're going to narrow down the options for you to what is necessary for your job. You'll be putting your main focus on the "Moderation" tab, where all the actions you'll need to do will be located. You will also be introduced to the review section, people section, and the logs section.
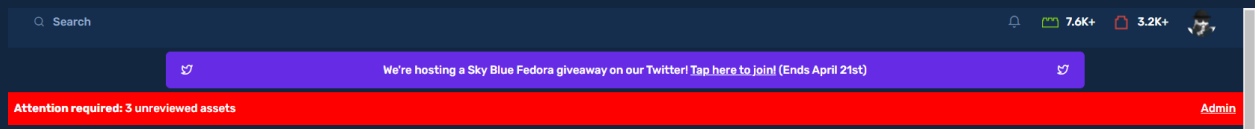
Polytoria

0 players in **0** games
37 online of **18,830** users

0 abuse reports,
0 assets, 0 users
Polytoria, FindUser
- *Unread reports*
- *Unreviewed assets and users*
- *Go back to polytoria and Find user options*

Admin Dashboard — *Admin dashboard, initial screen*
- Shoutbox — *Shoutbox to communicate with staff (Unused)*
- Site-wide Alert — *Alert to show on the website on the top*
- Deploy — *Developer only option*
- New Deployment — *Developer only option*

People — *Actions for specific users*
- Latest — *Latest user to sign up*
- Find — *Find a user*
- Find Alts — *Find a users alternative accounts*
- User Admin — *Admin Dashboard for a user*
- Give Funds — *Give a user currency (Bricks/Studs)*
- Give Achievement — *Give a user an Achievement*
- Give Asset — *Give a user an Asset*
- Redraw Avatar — *Redraw a users avatar*
- Blacklist IP — *Blacklist an IP Address*

Moderation — *Moderation actions*
- Asset Queue — *Determine a new assets status*
- Ad Queue — *Determine a new advertisements status*
- Guild Queue — *Determine a new advertisements status*
- Game Queue — *Determine a new games status*
- Abuse Reports — *Review reports sent by users*
- User Queue — *Review processed reports by moderators*
- Content Filter — *Filters for both website and in-game*
  - Email Whitelist — *What Emails are allowed for sign up*
  - Word List — *List of words to filter out*
- Review — *Review forum posts/comments on website*
  - Forum
  - Comments

Logs — *Logs*
- Active Ads — *Advertisements that are currently running*
- Bans — *Users who get banned will be logged here*
- Linked Discord Accounts — *Users with linked Discord accounts*
- Global Wall — *Posts from all guild walls*
- Messages — *Logs from specified center and recipient*
- Trades — *Trades from specified user and partner*
- Transactions — *Transactions from specified user and partner*

Asset Admin
- Staff Asset Approval
- Delete Asset
- Open Gift
- Find Asset Owners
- Search Asset Instances
- Give Asset
- Make Hat
- Make Tool
- Make Face
- Make Pack
- Update Mesh
- Redraw Asset

Asset admin, moderators do not have access to the options here so we will not go over them.

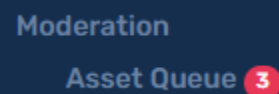CONFIDENTIAL - DO NOT DISTRIBUTE.

II

Reviewing Assets

One of your main jobs will be reviewing assets uploaded by users for shirts, decals, audio, etc. When a new asset is created and needs review, you should get a red banner at the top of the page (outside the panel) notifying you to review it.
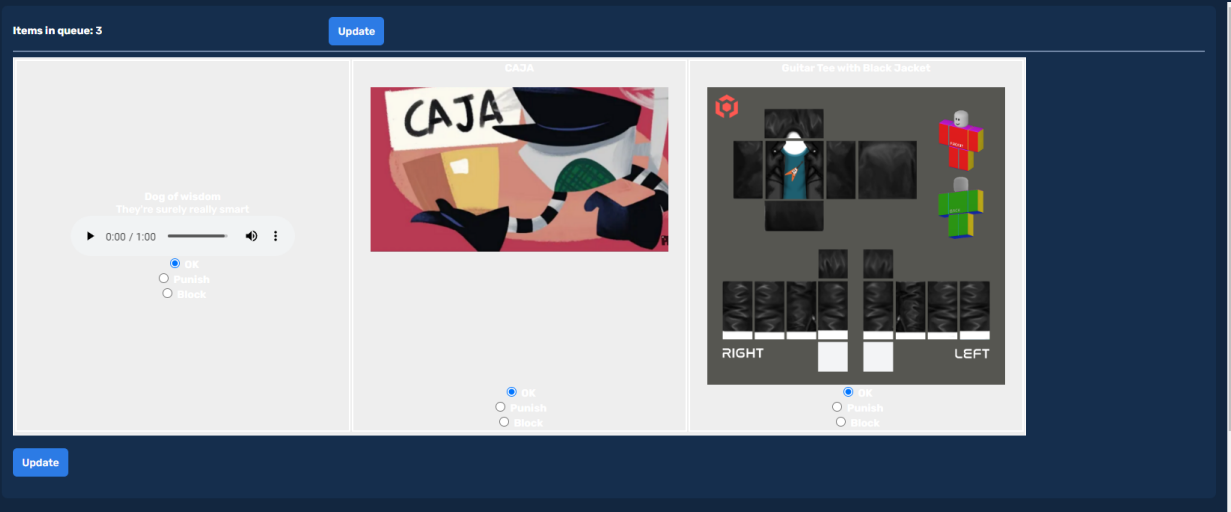

You can also be notified in the admin panel with a badge icon saying how many assets need to be reviewed.

When you click the "Asset Queue", you should see a screen similar to this.

You will see all the assets you will need to review, the three options are OK, Punish and Block. OK indicates that the asset does not violate any guidelines and is allowed to be displayed on Polytoria, Punish will punish the user if the asset is inappropriate and they have a record of constantly uploading violating material. Block will simply block the asset from showing and the user won't be moderated. Please read the TOS to determine if an asset is a violation or not. If an audio has been uploaded, you are required to listen to the full audio in order to determine its status.

CONFIDENTIAL - DO NOT DISTRIBUTE.

III
—
Reviewing Posts

Another job you will be tasked with will be reviewing forum posts and comments from around the website to discover violating speech. Under the review section, you can choose whether to review Forum posts or Comments. They both serve the same function besides displaying their respective post types. Here we will show how to review Forum posts, but the process will be the same for comments.

The review screen will consist of what the user has said in a forum reply and if it's a thread, its title too.

Left to review: 35

Forum Post #100842 (View parent)

Category: Off Topic

Apr 09 2022, 01:16:10 PM (1 hour ago)

Author: mog

Submit

mog said in UserName:
mog

○ None   ● Profanity   ● Harassment   ● Spam   ● Advertisement   ● Scamming   ● Adult Content   ● Inappropriate
● Privacy   ● Unclassified Mod

mog said in ForumPost:
yoo
cool
very

○ None   ● Profanity   ● Harassment   ● Spam   ● Advertisement   ● Scamming   ● Adult Content   ● Inappropriate
● Privacy   ● Unclassified Mod

Your task is to determine if the content said in the post violates Polytoria's Terms of Service, there are radio buttons that you use to specify which rule it broke. When the post has been fully reviewed, you can click submit to go to the next one.

IV

Reviewing Punishments

When you determine if a user has violated the Terms of Service from the review page, they will enter a punishment review state where the severity of the punishment will be determined. Users in the punishment queue will be shown in the User Queue screen and also at the very top of the sidebar under "Users".

Current abuses to review for mog

Unclassified Mod (ForumPost)

yoo
cool
very

Action:
- None
- Remind
- Warn
- Ban 1 Day
- Ban 3 Days
- Ban 7 Days
- Ban 14 Days
- Delete
- Poison

Auto-Fill Fields:
Spam
Swear
Personal Info
Inappropriate Alt
Dating
Inappropriate Talk
Link
Harassment
Scam
Bad Image

Note to mog:

Internal Note:

☐ **Scrub Posts:** This will set all forum posts made by this user to [REDACTED]

☐ **Scrub User Name:** This will set the user's name to "Deleted User" making it impossible for them to login. It will also delete this account.

Submit   **Close**

ID	Action	Moderator	Expiration

mog   Free Member

Moderation
[Offline]
Visit Profile
Visit Moderation Profile
Visit Admin Profile
Moderation Status: OK
Information
Bricks: 0
Studs: 291
Created: 03/17/2022

It is highly recommended to use the Auto-Fill Fields instead of typing in the note yourself. If the user doesn't have a record of violating the Terms of Service, please set the punishment action to either a Remind or Warn, if they have had repeat offenses you can elevate the punishment to a ban. If

7

CONFIDENTIAL - DO NOT DISTRIBUTE.

additional context is needed for the punishment given, please write it in an Internal Note, it will only be visible to staff. If the flagged post is a false positive, feel free to close it with the Close button.

V

Reviewing Reports

When a user is reported for violating the Terms of Service, you will be notified in the same way as asset review. Reports can consist of a forum post, user profile, etc. You will determine if the alleged abuser deserves punishment or not.

You will use the same radio buttons as on the review page to determine what rule was broken. When an option other than "None" is determined, it will go into the User Queue.

VI

Finding Users

The Polytoria Admin Panel includes a feature to search for specific people and their alternative accounts. You are able to search for a user from their username, ID or Email address.

You are also able to search for a user's alternative accounts using the "Find Alts" sidebar option, you are allowed to search via ID or username.

CONFIDENTIAL - DO NOT DISTRIBUTE.

VII

—

Additional Questions

If you have any questions regarding the Polytoria Admin Panel or how to determine the punishment of a user, feel free to ask anybody in the Polytoria Staff Discord server.

Staff resources are available to all active members of the team, so don't be afraid to ask.